



Cone v Vortens (4929)

Client Activity Report

Fairness Hearing Date: 3/2/2020

Week Begin	2/1/2020	2/8/2020	2/15/2020	Cumulative through
Week End	2/7/2020	2/14/2020	2/21/2020	2/21/2020

Outgoing Mailings Initial Mailing Date 01/24/2020

Claim Package - Initial	-	2	1	3
Postcard Notice - Initial	-	-	-	3,977
Postcard Notice - Remail	11	112	68	191
Requested via Toll Free Number	-	-	1	1
Total Mailings Sent	11	114	70	4,172

Undeliverable Mailings

Total Processed Undeliverable Notices (including Remails)	-	-	-	-
Total Processed Undeliverable Postcards (including Remails)	146	79	43	332
Total Undeliverable Emails	-	-	-	-
Unreachable Tracking Numbers*	199	278	219	

*All noticing attempts have been unsuccessful.

Claim Forms Filing Deadline 12/31/2020

Claim Form - Total Received	2	1	-	3
Web Claim - Total Received	-	-	1	1
Total Claims Received (Paper/Web)	2	1	1	4

Call Center Support +1 833 991 1524 Launch Date 01/24/2020

IVR - Total Calls	10	9	13	54
IVR - Total Minutes	95	91	112	404
Live Operator - Total Incoming Calls	6	5	8	25
Live Operator - Total Incoming Minutes	119	88	119	414
Live Operator - Total Outgoing Calls	3	1	1	5
Live Operator - Total Outgoing Minutes	3	6	2	11

Website www.vortenssettlement.com/cone

Page Hits	1,866	1,939	2,380	7,257
Sessions	1,447	1,427	1,602	5,185
aintiffs-motion-and-memo-iso-of-final-approval.pdf	-	2	-	4
attachments-iso-motion-for-award-of-fees.pdf	-	1	1	4
claim-form.pdf	105	77	72	340
complaint.pdf	-	2	2	10
declaration-of-kyle-bingham-on-notice-plan.pdf	-	1	-	2
distribution-centers.pdf	5	2	5	17
fs-motion-for-class-certification-and-memo-iso.pdf	-	1	-	3
lement-and-request-for-entry-of-case-deadlines.pdf	-	1	-	3
ling-order-regarding-case-management-deadlines.pdf	-	1	-	2
nding-plaintiffs-on-behalf-of-texas-only-class.pdf	1	1	-	3
notice.pdf	7	5	2	24
order-granting-joint-motion.pdf	-	1	-	6
plaintiffs-motion-for-an-award-of-fees.pdf	1	1	-	3
preliminary-approval-order.pdf	1	1	1	4
proposed-order-setting-deadlines.pdf	-	1	-	3
reliminary-approval-of-settlement-and-memo-iso.pdf	-	1	-	5
settlement-agreement.pdf	1	7	5	17

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